

How to File a Grievance (Complaint) about a Certified Professional Guardian

Who can file a grievance about a certified professional guardian?

Anyone can file a grievance about a certified professional guardian.

Do I need a lawyer to file a grievance?

You do not *have* to have a lawyer, but it is a good idea to have a lawyer who knows about guardianships.

How do I file a grievance with the Certified Professional Guardian Board?

Fill out the attached Grievance Form and send it to the Certified Professional Guardian Board.

What will the Certified Professional Guardian Board do with my grievance?

1. The disciplinary committee of the Board will review the grievance to see if the Board has the authority to act and if your complaint is clear.
2. If the guardianship case is active (the incapacitated person still has a guardian), the disciplinary committee will send the grievance to the local superior court where the guardianship case is located and ask the court to review and respond to the grievance.
3. The disciplinary committee will review the court's response and decide what action, if any, to take against the guardian. The disciplinary committee will write you about the outcome. This process usually takes several months.

Where else can I complain about a guardian?

1. If you do not have an attorney,
 - Write a letter about your complaint and take it to the clerk's office at the superior court where the guardianship case is located.
 - The court may appoint a guardian ad litem to investigate, have the clerk set up a court date, or deny your request.
2. If the incapacitated person is at risk of harm, financial exploitation, or any kind of abuse, call Adult Protective Services at 1-866-END HARM (1-866-363-4276).

Where can I learn more about the rules and regulations certified professional guardians must follow?

- All guardians must follow the regulations found in [RCW 11.88](#) and [RCW 11.92](#)
- Certified Professional Guardians must also follow the Certified Professional Guardian Board's [Standards of Practice](#) (Minimum expectations about how a guardian should act)

Grievance Form

For grievances (complaints) about a Certified Professional Guardian

Fill out items 1 – 6, and mail this form to:

Administrative Office of the Courts
Attn: Certified Professional Guardian Board
1206 Quince St SE
P O Box 41170
Olympia, WA 98504-1170

1. Your information (person filling out this form)

Name: _____
first name middle initial last name

Address: _____
street number city state zip

Phone Number (_____) _____ Email _____

How are you connected to this case? _____

2. Incapacitated person's information (person who has a guardian)

Name: _____
first name middle initial last name

Name of county in which guardianship is filed: _____

Guardianship case number _____
(on the upper right corner of court papers)

3. Guardian's Information

Name: _____
first name middle initial last name

Name of guardian agency (if any) _____

Certified Professional Guardian (CPG) number (if you know it) _____

4. Reasons for this grievance

Explain what the guardian did or did not do, what he or she said, or any other actions of the guardian that you are concerned about. Here are some tips:

- *Be specific!* Include dates, times, and places.
- If you need more paper, attach a page with the rest of your explanation.
- Attach copies of any related documents, like court orders, receipts, or letters.

5. History

a. Is there still a guardianship?

☐ No ☐ Yes

b. Have you discussed your concerns with the guardian?

☐ No ☐ Yes

c. Has the court considered the matters you are concerned about?

☐ No ☐ Yes

If yes, what happened? _____

d. Have you complained to any other agency?

☐ No ☐ Yes, I complained to (agency name) _____

If yes, what happened? _____

6. Agreement

By signing this form, I understand that:

- This grievance is a public record. That means that other people may be able to see my grievance and any documents that are a part of the grievance.
- This grievance will be sent to the certified professional guardian, the Certified Professional Guardian Board, and the superior court.
- I understand that the Administrative Office of the Courts and other people may share information related to my grievance and the investigation.

I affirm that the information on this form is true and correct to the best of my knowledge.

Sign here:  _____ Date: _____

Signed at (*city and state*) _____